

MONTANA'S INTEGRATED SYSTEM TO IMPROVE CUSTOMER SERVICE

Montana's Department of Labor and Industry unemployment insurance division (UID) has a "commitment to truly serve the needs of employers and claimants, to continually improve service, and to seek excellence" in all its operations. As part of this commitment, UID embarked on a process redesign and technology upgrade initiative dubbed MISTICS—the Montana Integrated System to Improve Customer Service.

Favorable experience with KPMG Consulting as a subcontractor on a prior project impressed UID with our knowledge and professionalism. UID selected us to determine the functional requirements for MISTICS and then to build it.

DESIGNING A SYSTEM TO MEET CLIENT NEEDS
Prior to the MISTICS implementation, UID had been supporting its operations with, according to bureau chief of program support Joanne Loughney-Finstad, "a really aging system containing a lot of patchwork databases that weren't integrated into our main benefits processing system."

UID's vision with MISTICS, says Loughney-Finstad, was "to integrate these disparate systems and make information more readily available to frontline staff for improved customer service. In addition, many manual processes will be automated, freeing staff to better serve the public." The division was also interested in taking advantage of new technology, specifically in the areas of imaging, document management, workflow automation, and Web-based reporting.

Just as important, Loughney-Finstad points out, was "aligning processes to ensure that what we were designing made sense from the claimants' and employers' perspectives."

INCREASING PRODUCTIVITY

KPMG Consulting has proven to be the right choice for UID in both areas, with Loughney-Finstad remarking on "KPMG Consulting's extensive knowledge of Oracle and the mid-tier computing environment. We were also very impressed with the way they were able to pick up our business processes, because those processes are fairly complex."

With MISTICS beginning production in the spring of 2001, Loughney-Finstad explains how the new technology has streamlined information flow and increased productivity. "Imaging is eliminating what was a very paper-intensive process," she says. "It is making documents readily available to customer service representatives who previously had to run around and look for a file when they are answering client inquiries. With imaging, they don't have to do that; they are able to pull up the information right away, right on their desktops."

"KPMG Consulting made a commitment to us to establish a presence and be here through the duration of the project, and they've done that."

— Joanne Loughney-Finstad,
Bureau Chief of Program Support,
Montana Department of
Labor and Industry, UID

MISTICS also facilitates the adjudication process by enabling simultaneous file access by multiple users. According to Loughney-Finstad, "The sequence of document flow did not allow for more than one person to work on a claim at any given time. MISTICS is improving the productivity of our staff by allowing multiple people to work on the same claim at the same time. It also allows us to manage the overall process better because workflow reports let frontline managers see, at any time, how many claims are to be processed, where each one is in the process, and where the logjams are." Because MISTICS lets managers see whose desk has too much work on it, they can reassign pending claims to available staff.

"Another important feature of MISTICS," continues Loughney-Finstad, "is bar coding. All documents we send out are bar coded, so when an employer or claimant fills out a form and sends it back to us, we scan the bar code and the system tells us where it should be filed. It is a lot less labor-intensive than the system we previously had."

MEETING FEDERAL STANDARDS

An additional benefit of MISTICS is UID's improved ability to meet federal performance standards. As Loughney-Finstad explains, "There are federal standards regarding the number of claims expected to be processed within a given time frame. MISTICS gives us desktop access to these numbers. With MISTICS, we can get this information at any time, on a minute-by-minute basis if we want to. As a result, we expect our federal performance to improve significantly."

Finally, says Loughney-Finstad, MISTICS's Web-based reporting capabilities provide UID "quicker access to statistical information in a more user-friendly way. Users no longer require programmer intervention to get the reports they need." This improved access also streamlines the federal reporting process, thus facilitating UID's ability to obtain funding.

ESTABLISHING A PRESENCE

Loughney-Finstad says that the success of the MISTICS project had a lot to do with "KPMG Consulting's knowledge of our business processes and emerging technology. In Montana, we have somewhat limited access to technical skills, so it was important to us to have KPMG Consulting people on-site in Helena. KPMG Consulting made a commitment to us to establish a presence and be here through the duration of the project, and they've done that. They moved people to Helena to work on this project, and I'm confident that they're here for a long time."

WE'RE ON YOUR TEAM

At KPMG Consulting's Public Services practice, we consider ourselves part of your team. Our job is to help you realize your potential and achieve optimal performance. Outstanding services and products are only the beginning—equally important is the lasting relationship we develop with you. We strive to make you our client for life.

As a provider of Internet integration services, we help our clients to raise their level of performance, achieve growth, and enhance stakeholder value in the new business economy. Our experienced professionals deliver wide-ranging services and innovative solutions.

Consider what we can accomplish together. For more information, contact us at any KPMG Consulting office. You can e-mail us at publicsector@kpmg.com or visit our Web page at www.kpmgconsulting.com.



PUBLIC SERVICES

KPMG Consulting
1676 International Drive
McLean, VA 22102

1.866.FOR.KCIN

www.kpmgconsulting.com